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ABSTRACT

The position taken is that convenient free access to information from all types of libraries is one guarantee that we will have the kind of society we want. Private endowments, foundation support, and federal funds should be sought. Specialized libraries ought to be considered national resources and funded accordingly. Other access problems needing attention are restricted hours, too little reference service, physical and psychological barriers, and no specialized programs for the institutionalized, the inner-city poor, and children. The response emphasizes such positive aspects of library access today as the use of library system borrower's cards and more convenient material return systems. The New York Libraries Inter-System Borrowing (NYLIB) provides cross-system access. Physical barriers are being removed and psychological barriers are absent; the major barrier is lack of public awareness. Public libraries are instituting programs to serve the visually handicapped and functionally illiterate, but services to rural residents and the institutionalized require funding. (Author/JAB)

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News

New York State Governor's Conference on Libraries
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ACCESS TO THE PAST:
THE LIBRARIAN"S RESPONSIBILITY TO THE FUTURE

Position Paper on
ACCESS

Prepared by

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"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

Esther M. Swanker

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC) AND USERS OF THE ERIC SYSTEM."

March 1978

Response Prepared by

Harold Hacker
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Rochester, New York

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In 1970 the Regents of the University of the State of New York proclaimed that "any state resident, regardless of age, has the right to convenient free access to local libraries to meet his needs." This highly desirable goal is probably unattainable in the near future. Even with the best of intentions on the part of the State Education Department, librarians, teachers and concerned citizens, economic, physical, technical and even psychological barriers to "convenient free access" will exist for a long time to come. We desire, however, to live in a well-informed society. We wish to educate our children wisely, to make informed decisions, and to lead culturally enriched lives. Convenient free access to information, stored most naturally in our library systems, is one guarantee that the kind of society we wish to see will become a reality.

How, then, can we move closer to our goal? Speaking from the perspective of the library user, it seems to me that certain steps can be taken now by library planners, administrators and staff to help remove some of the barriers to access that exist today. It is also apparent to me that certain steps now being considered ought <u>not</u> to be taken. And finally I will suggest in this paper that we must urge major reorganizational planning concerning the delivery of information in the state and nation as a whole.

EFFECTS OF THE FISCAL CRISIS

All public services today are experiencing the pinch of economic constraints, and libraries are no exceptions. While falling revenues have lowered library appropriations, inflation and the fuel crisis have raised the costs of acquisitions, payroll and overhead. Consequently, library administrators have had to curtail hours, cut purchases of new

print and non-print resources and subscriptions to serials, and reduce reference, interlibrary loan and cataloging services. The combined effect of these cuts for the user is to slow down, or even eliminate, access by making it inconvenient, frustrating or impossible to locate material in a timely fashion. Even though we stand today at the threshold of both an information explosion and a technological revolution designed to make information instantly available, libraries today are insufficiently funded to exploit these exciting possibilities. It is no exaggeration to say that libraries will face continuing periods of crisis in the years to come as they try to reconcile their ambitions to serve the public with their dwindling resources.

Quite obviously I cannot offer solutions to national economic problems, but I can suggest that library administrators and proponents must become more aggressive in their quests for private and public monies. They must find ways to reach out more effectively to the public to make people aware of the vital role of libraries in community life, especially in the education of children and the creative use of leisure time. They must seek ways to cut bureaucratic red tape that presently hampers their search for private endowments, and they must devise new programs to attract foundation support. Special research libraries with collections that are national resources, used by people from all over the world, must seek continuing support from the federal government. Indeed, the library systems of our country must convince the federal government that since informational networks are the backbone of our educational networks, they ought to receive federal support just as our schools do. In short, librarians must fight openly for the preservation and growth of what is already an impressive information system: they must become visible, public figures with a "cause."

Increased cooperation and resource sharing is another obvious method for meeting economic constraints, and many sharing plans are already in operation. We are now in a time when local and college libraries can no longer expect to fulfill all the research needs of students and scholars, and when even the great research libraries on the East Coast have joined together to share resources. Hence inter-library loan systems (regional, state and national) have grown and will continue to grow in importance. Yet the costs of the system are rising, and some people now speak of making it self-supporting (like copy services) through users' fees. This would be a deplorable development. Fees, even if minimal (paying postage only), would clearly discriminate against not only the poor but those whose geographical location or lack of affiliation with a wealthy research institution limit their access to large collections. In colleges and universities there may be ways to charge departments for faculty use of the service, but departmental budgets would then have to grow concomitantly (robbing Peter to pay Paul), and student use would still be uncompensated.

While it is clear that interlibrary loan systems must continue to be state subsidized, with compensation to heavy lenders, other solutions to the rising costs of the system must be explored. Library administrators must develop more cost-efficient methods. At present, request and delivery mechanisms are standardized only among participants in the same interlibrary loan system; when librarians look outside those systems for requested material, costs in both staff services and user waiting time rise. Perhaps inter-state or national delivery systems, structured to supplement the regional and state systems that already exist, are possible answers. Until then, staff services will continue

to be overburdened and researchers frustrated by the lack of timely access to material. All researchers understand that access through interlibrary loan takes time, but it is reasonable to expect access, in our modern, technologically sophisticated society, within two weeks or less. Yet waiting time today can take anywhere from four to six weeks, if not more. Here is one example from my own experience: I am still waiting for the correct microfilms of presidential letters I ordered from SUNY/Binghamton in Spring 1977; in the past year they have sent four films from the wrong series three times!

In a time when resources are shrinking, the rising costs of university and research library services to non-affiliated scholars force librarians to require heavy users' fees for outsiders. At major private libraries (e.g., Harvard, Yale) such fees are already in effect for stack and circulation privileges. Scholars applying for grants will soon have to budget the library fees into their proposals, and might even have to make large deposits to guarantee their good treatment of materials. But what of the scholars who work independently, without the support of institutions or grants? What of the increasing numbers of unemployed Ph.D.'s who must remain productive in their fields, or who could make enduring contributions to human knowledge if given free access to research libraries? What of the vast numbers of uncredentialed citizenry who wish access to college and university libraries which are partly funded by public monies? Although I sympathize with concerned librarians who worry about opening their collections to all comers, I find the notion of barring access on a monetary basis offensive!

Some planners suggest that a "state-wide library card" entitling the bearer to service at any library receiving state aid would solve the problem of access by the non-affiliated. Yes, it would solve the problem of access but it would do nothing for the concerns of librarians who feel they must serve their own constituents first. Further, on what criteria would such a card be issued? By the time a person's eligibility had been determined (perhaps on the basis of need to know and ability to use a library properly), he or she could have arranged for access through a brief interview with a library administrator and the leaving of a returnable deposit.

Another concern of library proponents today is the rising cost of building, maintaining and providing access to highly specialized libraries of rare or unique materials. Some planners suggest that individuals or groups that make profits from research carried out in such libraries ought to pay those libraries a percentage of their gain. While, again, I can sympathize with the concerns of planners, I see no way this idea could be enforced without making binding contracts with prospective users the moment they enter the door. Do library administrators truly wish to get involved in the costly litigations that such proceedings would entail? I doubt it. Moreover, how will librarians determine whether a person's profits came from the materials or the scholar's imaginative use of them? In fact, publications that are most closely dependent upon library collections are usually the least profitable and must be funded by grants. Finally, any "percentage system" would limit access for persons whose entire livelihoods depend upon specialized research, thus once again creating access policies based on financial ability to pay.

One way to meet the costs of specialized libraries is, as mentioned before, to seek increased funding from the federal government on the grounds that the library provides a national (and sometimes international) resource. Public and private foundations (e.g., the National Endowment for the Humanities) now support university press publication of special collections, thus bringing into those collections funds for staff and processing. Another source of funding can come from identifying heavy users of special collections and persuading them to contribute substantially to non-profit "Friends" funds. For years now one of my favorite charities has been the Library of the Society for the History of French Protestantism (Paris) whose rare collections I used to write my doctoral dissertation. American researchers established a local "Friends" fund and saved the library from extinction. Although my "profits" from my work there have not been huge, or can be measured only in intangible ways, I have never resented doing my part to help that collection survive.

SPECIAL ACCESS PROBLEMS FOR CERTAIN GROUPS

Certain groups in society face special access problems today, and although most people concerned with libraries know what they are, they deserve mention again if only to draw the attention of the conferees to thinking about solutions.

Contemporary economic constraints have had a deleterious effect upon the access of working class groups to libraries. Evening and weekend hours are crucial to the full exploitation of library resources, and yet it it precisely these hours that have been sacrificed of late. Demographic projections indicate that part-time undergraduate and graduate enrollment through the 1980s will increase up to 20%: clearly,

people who work to support their education must have access during non-working hours. These hours will become more important as continuing education, universities without walls, and humanities programs in the community increase in number and grow. Along with hours, full maintenance of reference services have also suffered. A great barrier to access is simply lack of knowledge of how to use libraries, particularly the specialized catalogs, bibliographies, union lists and other finding aids that reference experts know so well. As these finding aids become more specialized, and as more and more material is accessible through microprints but not listed in catalogs, the need for reference service will increase. There are already too few reference experts to train student populations in proper library use: to curtail their services further would make a mockery out of higher education.

While some physical barriers to access can be traced to economic problems, a great infusion of money is not necessary to correct them. Many libraries are inaccessible or inhospitable to the handicapped. Every public building is mandated today to maintain ramps and easily operated doors and elevators, but libraries have the particular responsibility to provide wheelchair carrels, special rooms for reading to the blind, strong light for the sight-impaired and trained personnel to help the hearing-impaired. According to the background material provided for this conference, very little progress has been made in this field since the 1973 recommendations to the Assistant Commissioner for Libraries.

There are psychological barriers to access in libraries today, and some of these are traceable to economic causes. When librarians are overworked because of staff shortages they cannot offer the most

friendly environment to prospective users. Inexperienced users are intimidated by libraries: they do not know what to do first, whom to ask, where to go. A few cheerful explanatory signs would make even the most "information-poor" user feel welcome, less afraid to appear uninformed because he or she will know that others are confused, too. Students frequently complain of poor treatment in libraries, especially in interlibrary loan or rare collections. My own experience confirms this impression: dressed in jeans without my title before my name I am treated one way, dressed up with my faculty card in my hand, another. Perhaps unequal treatment is not totally avoidable, but librarians ought to recognize it as a barrier to access and work to eliminate it. Librarians should also strive for the installation of civilized reading conditions for users: cloakrooms, lockers, snack areas, better ventilation and light, comfortable chairs can be provided at relatively low cost but will go far toward making libraries more welcoming.

Certain groups in society have been traditionally deprived of almost any access to library services. The "confined" -- people in penal and mental institutions, various types of specialized homes run by the state: unseen and unheard, these people cannot make their needs known and must have advocates. The rehabilitative role of libraries is undoubted, and yet insufficient progress has been made in finding ways to service the institutionally confined in this state.

Urban decay, both a reflection and further cause of our fiscal problems, has resulted in a decline of library access to the inner-city poor. Apart from the problems of insufficient hours and inadequate collections on ethnic cultures, the chief barrier to access is simply the fear of inner-city residents of using neighborhood libraries even

during the daylight hours. These are problems that librarians can hardly solve themselves, but I would hope that they might become more actively involved in community movements to upgrade neighborhoods and improve local services, and that they will cooperate with community leaders to establish the kinds of collections attractive to groups who are becoming increasingly conscious of their unique heritages.

Finally, I wish to talk about our children. There is much discussion nowadays about the bad effects of television upon youngsters' reading habits. Children have become accustomed to being entertained by fast-moving, colorful images on a screen and are losing the ability to profit from the slower, quieter experience of imaginative reading that educators agree is crucial to mental development. Curtailment of hours is of course a tremendous barrier against access to libraries by children. I would hope that more weekend hours will be considered, and that more programs to encourage the involvement of children in libraries will be developed. Libraries ought to be the center of school life, visited often by rotating groups of children with their teachers, staffed by a professional librarian. In my view, fancy media equipment (closed-circuit TV, film-strip readers) are less important than building collections of new, attractive books and replacing worn ones. Recently I toured a new "learning lab" elementary school and saw a dozen TV's lined up against a wall in the library. When I asked what they were for my guide said that someone had bought them years earlier with audio-visual money but that as far as she knew no one had ever used them!

TECHNOLOGY AND ACCESS

People interested in the future of libraries ought not to think that with the coming of the computer age all access problems will cease. The use of the computer can certainly help: it should cut down acquisitions, cataloging and inventory time, and can help users locate material more quickly. But computers are only as good as the information put into them, their use is limited to specially trained personnel, and they often break down. Libraries must still supply citizens with printed resources and reference services, and all the equipment in the world will not make them more accessible unless people provide them.

One technological development, and not a very recent one, has made a difference in access to information: the use of microforms. As book and space costs rise, it makes sense for libraries to build collections through microform purchases, especially of rare or unique material. There are, however, some problems with regard to the use of microforms that must be solved. Often, libraries purchase whole collections on microforms but do not catalog the individulal items within them: how can people have access if they do not know the microform exists? There is no union list of manuscript collections available on microfilm. Further, microforms cannot be used if libraries are not equipped with good quality, well-maintained readers and copiers. My experience is that the technology in this area is disappointing.

Finally, libraries must make increasing use of technology to cut down the appalling theft rate. I can think of few more frustrating impediments to access than a book's theft or mutilation. Although the taking of inventory and the installation of "tattle-tape" systems are initially costly, they are successful in cutting theft rates by as much

as 50% or more. The provisions of cloakrooms and lockers outside the check-out guard's area would also curtail theft. And in special collections or rare books or manuscripts, rigorous inspection and supervision, although resented by some scholars, are absolutely essential. I would rather have my purse inspected than lose access to material because it had been stolen!

ACCESS TO PUBLIC RECORDS

All the barriers to access I have discussed so far are probably familiar to everyone reading this paper. I should now like to enter upon less familiar ground and broach a subject that is of great concern to me as a citizen, historian and researcher.

Among professional librarians there is a distinction between librarians per se (they take care of "books") and archivists (they preserve the unique records of our society). To professional researchers, however, these two types of library personnel are completely complimentary to one another and both essential to good information services. Both facilitate what I call "access to the past": manuscripts and archival records are incomprehensible without printed resources, and books cannot be written without access to original, primary sources. And yet nowhere in the background material provided for this conference are the problems of access to the records of our society discussed.

What are archives, and who uses them? Archives preserve the unique documents, records and papers of public officials and institutions; usually the papers of private organizations and of people who were important in their time but may not have held office are preserved in manuscript collections, about which I will talk later. Among the many

users of archives are government officials who must protect the records of their work, and who need to be able to reconstruct the history of public policy before they can make new policy. Historians and sociologists, scientific researchers of all kinds, use archives: only by testing their ideas against evidence in primary documents can scholars hope to come close to the truth.

Genealogists use archives: citizens in ever increasing numbers are in quest of their "roots" and need access to public records in order to find them. Writers and artists, people who have been creating the exciting historical drama we have enjoyed recently on radio and television: they use archives. And finally, in the interest of open, accountable government, New York State has a Freedom of Information Law: but how can the public have access to information unless official records have been preserved?

In spite of the efforts of many State Historians over the decades, the preservation of records in New York State has never received the attention it should. Because of a lack of a comprehensive state program for records management and preservation, unknown quantities of state, regional and municipal records have been lost or destroyed. In 1971 the New York State Legislature established a State Archives, but a State Archivist was not appointed until 1975, and his program has been inadequately funded from the start.

If I had not chosen to enter upon a research project in New York political history, I might never have known how poorly records have been kept in this State. Never having worked in American primary sources, I naively assumed that there had always been procedures for the scheduled disposition and preservation of the records of public officials and

agencies. To my dismay I found out this was not true. When I tried, for example, to follow up a lead that my grandmother, Belle Moskowitz, whose biography I am writing, worked as an advisor to the State Labor Department in 1920-21, I was told that records from the Department were destroyed when it moved in the late 1930s. No historian, then, will be able to delve into the operations of this crucial Department during the creation of modern policies toward labor in this country. And this is only one example of hundreds of potentially useful records that have vanished.

Most New Yorkers are unaware of the records crisis in this State. In my efforts to track down information about my grandmother, I have spoken with innumerable citizens who think that a trip to Albany will solve all my research problems, and who are shocked when I inform them about the lack of official data on events and policies from only fifty years back.

For a state such as New York, with its distinguished past and huge resources, to be without a comprehensive records management and preservation program is simply tragic. It is also uneconomical. The unnecessary, unregulated accumulation of paper is costly -- no wonder that agencies dispose of files whenever they can. The orderly, coordinated storage and disposition of records save money and also ensure that the documents needed in the future will be accessible. Georgia is one state that has a model records management/archival program that is saving an estimated $2 million annually; since New York's budget is six times that of Georgia, our state could save as much as $12 million by instituting improved records management practices. Such practices would include:

--introduction of forms standardization and systematic microfilming;

--special training of records personnel;

--prevention of unauthorized disposition of records;

--central management of storage facilities (present facilities are already full, and there are no plans for securing new space!).

Many records are now lost or hard to locate. A statewide program would locate scattered government records, many of them in private repositories the public does not know about; publish finding aids; manage court and legislative records now under no central authority and difficult if not impossible to use; see to it that the records of executive commissions and of our Governors are stored properly and made accessible to the public. Since 1900 over 300 special commissions and investigatory bodies have produced significant records, but the majority of them have vanished. At the end of each legislative session all unreported bills are discarded, making it impossible to recreate the dialogue around them in the event the issue comes up again. And although the papers of our Governors from Al Smith on have for the most part been saved, earlier records are scattered (in some cases outside the state) and ludicrously incomplete.

There are huge problems in local records management. Over 9,000 units of local government in New York produce tons of paperwork that inadequate staff and storage space are incapable of handling. The Local Records Section of the State Archives is at present establishing records retention schedules for local governments, but the Section's small staff of four is unable to deal with all of the complex problems of local records management. Rapid turnover of local officials, lack of appreciation of the value of noncurrent records, insufficient training

of often part-time archival personnel, disposal or loss of valuable records because of oversight, complete confusion of jurisdiction over and legislation concerning the disposal or preservation of local records -- these are only some of the monumental problems that must be addressed.

I favor the complete overhaul of the records and information services in this State. Although as an admirer of Al Smith's government reorganization in the 1920s, which reduced the number of state agencies from over 180 to 20, I hesitate to suggest the creation of a new department: in this particular case I see no alternative. I support the creation of a Department of Records and Information Services which would rationalize, centralize, and modernize the preservation of and access to the precious heritage of our State's history. Among the many functions such a Department would perform are:

--operate current State Records Centers and Archives; --prepare disposition schedules for obsolete State and local records;

--maintain a forms control program and prescribe filing procedures;

--coordinate microfilming and computerization of records;

--advise and train State and local records custodians;

--and last,but by no means least, administer the Freedom of Information Act.

To my mind, such a coordinated, integrated approach to information services would be a major step toward increasing the public's accessibility to an open, accountable government. In the days after Watergate, many in the nation reexamined their attitudes toward the right of the public to the records of officials. It is the consensus today that the public has the right, within the limitations imposed by

needs for security and privacy. These delicate issues must be handled sensitively and intelligently by responsible individuals, but if the records to which the public desires access are no longer in existence, how can their rights be exercised?

Apart from reorganizing records management and archives, another related topic may arise at this conference: the removal of the entire State Library System from the State Education Department and the placing it under the kind of department described above. I raise this controversial topic in the hope that it will be discussed openly, and because it is the logical conclusion of some of the points I have already made. There is no doubt that the relationship of libraries and education is integral, and that the one without the other cannot survive. But libraries perform services far beyond that of education in the strict sense: they provide needed information to all segments of the population, from legislators to medical professionals, researchers to citizens' groups, the unemployed to the leisured or retired. If our accent today is on "information," then it makes sense to approach our library systems as part of an integrated information network affecting our entire State. In fact, since New York is not the only State with an information problem, there may be a case for initiating nation-wide information services of which State systems would be a part.

ACCESS TO PRIVATE RECORDS

Of slightly different interest than the preservation of public records is the preservation of the private papers of individuals and organizations that had some impact upon their time. These collections are used extensively by graduate students, college and university faculty, writers and artists, and professional researchers in many

fields. Access to these papers is limited to qualified individuals only, and should remain so in order to protect them. In fact, as collections deteriorate over time, more of them will have to be microfilmed with access limited to the film alone.

The chief sources for locating manuscript collections is the National Union Catalog of Manuscript Collections (NUCMC), and the so-called Hamer Guide. These guides depend upon the willingness of manuscript repositiories (historical societies, college and university libraries, museums, etc.) to "process" the sets of papers they receive and report their existence with a brief description.

Unfortunately, many repositories simply do not report to the guides. Perhaps librarians in small repositories are unaware of their obligations in this regard, or are too busy, or have been unable to process the collections so as to qualify for inclusion in the guides. I personally have discovered that valuable collections of papers have sat in the basement of the New York Public Research Library for over thirty years, unreported, unprocessed, unavailable and rapidly deteriorating because of insufficient staff time or plain oversight. I should like to make two suggestions here: first, that manuscript curators reexamine their priorities in processing, even if that involves accepting "rough" processing, which can be accomplished rather quickly, as a standard; and second that the guides reconsider their policy of not accepting reports of unprocessed collections. As a researcher I appreciate working with a precisely processed collection, but I would prefer rough processing to none, and the inaccessibility that involves.

One final point: to increase the access of citizens to the heritage of the past, manuscript curators ought to pursue vigorous

accession policies. They should approach local organizations and institutions, and private citizens with distinguished or interesting careers, or their heirs, and ask that papers be saved in the interest of history. Many people do not realize the historical value of their actions. How can they? Assessments of historical value change with time, and what seems trivial today is often important tomorrow. For example, the history of women's organizations has only recently, as a result of the women's movement, become of moment to researchers, but seventy or eighty years have passed since many of these organizations began, and the files have long ago been cleaned out in the interests of space and economy. I once interviewed the son of the founder of the YWHA in New York City, and when I asked him why he didn't save his mother's papers he replied, "We didn't know she was important!" My own grandmother, who played a significant role in New York State social and political history from 1900 to her death in 1933, threw out her papers, and no one attempted to stop her. Preventive action taken now by alert curators can prevent similar losses to our own descendants.

I have tried in this paper to discuss some of the barriers to access as general users of libraries perceive them today. I have also raised some issues that concern more specialized users but that ought to concern anyone interested in the accountability of government and in the preservation of our priceless historical heritage.

VITA

Dr. Perry holds a Ph.D. in History from U.C.L.A. (1967). She has published a book, From Theology to History: French Religious Controversy and the Revocation of the Edict of Nantes (The Hague: Martinus Nijhoff, 1973), and numerous reviews in The American Historical Review, The Historian, History: Review of New Books, Signs: A Journal of Women in Culture and Society, and Reviews in European History. Since 1970 she has been Executive Director of Vico College, an academic/residential humanities program at SUNY/Buffalo, and is preparing a biography of her grandmother, Belle Lindner Moskowitz, who was Governor Al Smith's campaign manager and political advisor in the 1920s.

RESPONSE

These comments were prepared in response to Dr. Perry's paper shortly after its receipt. They are based upon experiences and observations by me during my period of service as Director of RPL and MCLS: 1954-1978.

MAJOR ACCESS PROGRAMS

FREE DIRECT ACCESS WITHIN PUBLIC LIBRARY SYSTEMS

New York State is served by 22 public library systems that include all of the State's 62 counties. Among each of 22 systems, the public is offered two important free direct access services: the issuance of a system borrower's card that entitles the holder to free use of all public libraries within the system; and the privilege of returning library materials to the most convenient library within the system. Both of these services are most popular and much used. In the Monroe County Library System, we estimate that over 750,000 materials a year are returned to libraries other than those from which they were borrowed.

STATEWIDE FREE DIRECT ACCESS AMONG PUBLIC LIBRARY SYSTEMS

In an effort to remove the remaining barrier to free direct access among public libraries in New York State - the boundaries of the 22 public library systems, four library systems established the Western New York Reciprocal Borrowing Cooperative in January 1965 to provide access by library users across system boundary lines. The four systems are: Chemung-Southern Tier, Onondaga, Pioneer, and Nioga. These four systems serve 14 counties.

On April 1, 1978, a new statewide reciprocal cooperative borrowing program was launched by 16 of the State's 22 public library systems that

serve 53.5 of the 62 counties in New York State. The name of the new access program is: New York Libraries Inter-System Borrowing (NYLIB) cooperative.

In August 1976, the four Western New York systems invited all other 18 public library systems in New York State to join them in extending reciprocal borrowing privileges across the state. In the 18 months that followed, 12 of those 18 systems accepted that invitation. Only 6 systems are not participating at this time. Five are in the metropolitan down-state area: Brooklyn, Nassau, Ramapo Catskill, Suffolk, and Westchester Library Systems; the sixth is at the other end of the State: Buffalo and Erie County Public Library.

Attached to this document are: a policy statement on NYLIB's program; a list of participating systems; and the NYLIB service map. Most residents of New York State now may use their system's library card to borrow materials from over 450 participating libraries throughout the State and may return materials to the library most convenient to them.

The favorable responses to the invitation to expand the Western New York cooperative by the other 12 systems demonstrate a high degree of commitment to free direct access by most of the public libraries in New York State.

FREE DIRECT ACCESS AMONG ALL TYPES OF LIBRARIES

Dr. Perry discusses access to college and university libraries as a need of the serious library user. In the Report of the Commissioner's Committee on Library Development (See Suggested Readings at the end of these comments), the very first recommendation in that report stated: "Everyone is entitled to convenient free access to local libraries (public, school, college, and university, special) which are part of a

statewide network providing both inter-library loan and reference service." That is still a major goal of librarians in New York State, but it has yet to be achieved. Paramount among the problems confronting realization of that goal is the issue of equitable compensation for free direct access by libraries not publicly supported - private colleges and schools and special libraries. Some modest experiementations in this direction have been made by some of the regional reference and research library systems (3R's systems) but the number of participants is extremely small. Dr. Perry takes issue with fees for such purposes, but even though "The notion of barring access on a monetary basis is offensive" to her, the basic issue of equity remains to be addressed. Many such libraries argue that their only service commitment is to their own constituencies who support them.

FREE INDIRECT ACCESS VIA INTER-LIBRARY LOAN

Another very successful access service offered by public, academic, and special libraries in New York State is inter-library loan service, whereby materials not in the user's home collection are acquired upon request from other library sources. Within the five-county Pioneer Library System (serving Livingston, Monroe, Ontario, Wayne and Wyoming Counties), the MCLS inter-library loan team processed 80,660 such requests from within the Rochester region during 1977. Over 70,000 of those requests were filled by libraries within the Rochester region - 87.4%. Another 2.4% were filled from resources outside of the region. Over 90% of those requests were generated by patrons of public libraries and the remaining 10% from college and special libraries in the five-county Rochester region.

The public library system has been providing inter-library loan service for more than 25 years; the new partner system in the same region, the Rochester Regional Research Library Council, has been providing that service for over 10 years. The two key resource libraries are the University of Rochester and the Rochester Public Library.

The New York State Inter-Library Loan Letwork (NYSILL) provides a network of communications among major resource libraries that enables public library and 3R's systems to augment their regional resources on a systematic basis with those of the State Library and other designated strong libraries throughout the state.

Dr. Perry is critical of the time lag for inter-library loan service. Within the Monroe County Library System requests for inter-library loans are processed on a one-day, turn-around basis, thus promptly providing materials that are available on the shelves of the Central Library.

COPYING SERVICE

Another important access aspect is the copying service provided by public libraries to library patrons. Despite some uncertainties about this service as a result of the passage of the new Copyright Law, this fast growing service enables library users to record quickly for home or office use needed information from reference books and back files of periodicals that normally are not lent by libraries.

EFFECTS OF THE FISCAL CRISIS

Dr. Perry logs the impact of economic constraints upon libraries. The combination of budget cuts and the growing impact of inflation have seriously crippled some major urban libraries in New York State during

the past several years. The prime cause of the budget cuts has been the fiscal crises in cities and urban counties. The most notable negative impacts have been to reduce the size of library staffs (to a substantial degree in New York City and Erie County) that, in turn, has forced major reductions in public service hours both in central libraries and in community libraries in our cities. The impact on accessibility is dual: fewer times when people may use their libraries and fewer staff on duty to provide services and programs for them. To a lesser extent, there have also been reductions in the funds for the purchase of library materials for public use. One reason why there have not been greater reductions in that category is that part of the State Aid formula is based on expenditures for library materials so reductions here also would have an impact on future revenues.

Perhaps the most promising solution to at least a major part of the impact of the fiscal crisis on urban libraries would be the passage in 1978 of the New York State Library and Information Services Program Bill (A9975/S8252), approved by the Board of Regents and introduced in the State Legislature at the request of the State Education Department. It is a library omnibus bill with strong support from the field. One section of it would increase substantially State Aid to urban libraries in New York State.

BARRIERS TO ACCESS IN PUBLIC LIBRARIES

INADEQUATE SERVICE HOURS

Dr. Perry makes a strong plea for evening and weekend service hours, particularly for part-time students. There is little doubt that the major growth among enrolled college students in the next decade will occur in the continuing education programs offered particularly to the

mature population by New York State colleges. Those continuing education students fall into three categories: the working person, the home-maker, and the retiree. Public library service hours should be reviewed by every library system and its member libraries in order to meet the needs of the first of those three groups, as Dr. Perry urges. One approach would be for public library systems to plan to provide for increased service hours in strategically located member libraries throughout their service territories and to fund the added cost to those libraries for the increased hours from system and state grants.

LACK OF SUFFICIENT TRAINED PUBLIC SERVICE STAFF

Dr. Perry cites the need for more reference service staff aid library users in finding the materials and informa-tion that they require. I strongly endorse her plea and hope that the passage of the library omnibus bill, mentioned above, by the State Legislature would remedy our current deficiency to a considerable extent.

PSYCHOLOGICAL BARRIERS: LIBRARY STAFF?

I noted with some dismay Dr. Perry's comments about psychological barriers caused by unfriendly librarians! Her observations are counter to my own experiences and the reactions of library users in the Rochester area. Within the Rochester Public Library and the other member libraries of the Monroe County Library System, I have noted during my years of service here a remarkable willingness of public service staff to anticipate changing needs of our users, to make changes in our services and programs, and to go beyond the limits of their buildings in providing services. Major changes have occurred here through the development of outreach services, the introduction of a substantial variety of non-print materials to give our users choices

among their learning materials, and to create new tools to provide information services to our public. From the user point of view, I have received numerous compliments, both in writing and verbally, about the remarkable quality of our public service staffs. Government officials view their public library systems as the "jewel" among government agencies serving the public.

LACK OF PUBLIC'S KNOWLEDGE OF LIBRARY SERVICES

While Dr. Perry does not discuss the lack of public library services, I feel that this lack is the most significant among the barriers to access to public library service. RPL/MCLS has been publishing a leaflet that lists more than 80 library services and materials available to the public. It is entitled Your Public Library: What's In It For You. It is an amazing list! But, on the average, I suspect that the great bulk of users and certainly a greater percentage of non-users are unaware of most of the services and materials listed. Since public libraries do not have adequate funds for the purchase of advertising services, they must rely upon the goodwill and public service commitments of the various mass media to increase public awareness of library services. One recommendation that I make for remedying this condition is the development at the State level (cooperatively by the public library systems and the State Education Department) of a major public information program, prepared by professionals in the communications field, to reach all residents of New York State. Only at the State level could we hope to marshall resources to increase public knowledge of the services of their public libraries.

Here in Monroe County, we are now in the process of a public information campaign that stresses the information service role of

public libraries and focuses upon an inner-city population, but with part of the program geared to county-wide use. The multi-media program was prepared by professional communications consultants. One of its primary thrusts is to offset the "middle-class" image of the public library that many inner-city residents have.

SPECIAL ACCESS PROBLEMS FOR CERTAIN GROUPS

QUALITY SERVICE IN RURAL AREAS

Dr. Perry does not comment on the rural aspect of access problems, but I do have several points to make here. First of all, a very substantial part of the area of New York State is now and will continue to be rural. The educational and informational requirements of rural residents are most important. While our public library systems do serve the rural areas, many do not have within their boundaries strong central libraries that are located in urban areas. In order to upgrade the quality of library services and materials for rural areas, my recommendation is that those metropolitan county library systems, now serving only their own counties, should join forces with neighboring rural systems through contract to extend the services of the urban central libraries. This is the practice in the Pioneer Library System where Monroe County, with its strong central library in Rochester, contracts with four neighboring rural systems serving Livingston/Wyoming and Wayne/Ontario counties to provide those systems with access to the strong central library. The counties that I have in mind for such expansions are: Erie, Onondaga, and Westchester. Two important services in the Pioneer Library System have been decentralized among the rural counties: 16mm film service through designated depots; and job information center satellite libraries in the rural counties.

In the report of the Commissoner's Committee on Library Development the proposal is made for the establishment of intermediate libraries as another means of improving access to reasonable strong collections in rural areas.

LACK OF LIBRARY USE BY INNER-CITY RESIDENTS

Dr. Perry comments on this problem in stressing the need for libraries to become more actively involved in community movements to upgrade neighborhoods and to improve local services in inner-city areas. As I indicated earlier on the topic of public knowledge of library services, strong efforts must be made by urban libraries to offset the "middle-class" image and to stress their information services role in helping inner-city residents to acquire information and skills to help themselves.

ACCESS PROBLEMS OF THE PHYSICALLY HANDICAPPED

Dr. Perry states that: "Many libraries are inaccessible or inhospitable to the handicapped". This is true. The Monroe County Library System has been aiding its member libraries to make their buildings accessible to the physically handicapped for some years. MCLS publishes a leaflet at periodic intervals to inform the physically handicapped of what buildings are fully or partially accessible. At this writing, seven community library buildings are fully accessible and four more will be during 1978. Another 13 buildings have accessible entrances.

Efforts also have been made to provide in libraries special materials and equipment designed to meet specific needs of the physically handicapped.

THE INSTITUTIONALIZED

A group of people severely handicapped in terms of accessibility to library services are those in the public and private institutions throughout New York State. The Report of the Commissioner's Committee on Library Development dealt with that problem. The carefully planned solution may be found on p. 32 of the report. Unfortunately, the Committee's proposals have received only partial attention by State officials. The result has been a token $50,000 annual appropriation for modest service grants to benefit those in penal institutions - $1,317 in Monroe County!

THOSE FOR WHOM READING IS A PROBLEM

There are two groups of people in this category who often lack access to usable library materials. They are: the visually handicapped; and those with below average reading skills (the functionally illiterate or the illiterate). In the case of the visually handicapped, public libraries have been seeking to meet their needs by providing large-print books and other publications, audio recordings, special magnifying equipment, such as the Visualtek machine, and entry-level service to Talking Books, a mail order service provided by the two Libraries for the Blind in New York State, with which public library systems maintain a liaison. In the case of those with poor reading skills, libraries have been seeking to acquire high interest/low reading level print materials for their use and to expand their choice of learning and information sources by offering a wide range of audio-visual collections. Some libraries have been tackling the illiteracy problem first-hand by providing reading courses or cooperating with other agencies who are active in that area, such as Literacy Volunteers of Rochester.

THOSE FOR WHOM THE ENGLISH LANGUAGE IS A PROBLEM

There are two groups of people in this category for whom access to foreign-language materials is a problem; those who cannot use English language materials, but who are able to use materials in other languages; and those who can use English language materials, but wish to retain their skills and interests in their native language through the use of foreign-language materials. Because there are growing numbers of pockets of foreign born in many parts of the state, both in urban and rural areas, I believe that the solution to the problem of accessibility to foreign language collections should be sought at the state level, either by State Education Department staff or via contract with other libraries strong in foreign language fields. Through the use of state selected rotating collections, administered by public library systems, the quality and quantity of foreign language collections could be materially improved, in my judgment. When there are substantial numbers of users of specific language collections, a local or system solution should be sought. For example, the Rochester Public Library operates Biblioteca Manuel Alonso, a Spanish-language library, founded by MCLS and RPL in cooperation with the Ibero American Action League.

THE RIGHTS OF MINORS?

One little discussed accessibility topic is the rights of minors to the use of all types of library materials, with or without the approval of their parents. This policy question may have to be resolved by the courts at some future date.

SPECIAL LIBRARY ACCESS PROGRAMS IN ROCHESTER AND MONROE COUNTY

Here is a checklist of some special access programs available in my area, some of which are traditional and found in most libraries and others of which are somewhat unique. Among the traditional access programs are: information service via telephone; mobile library service via bookmobile; service to shut-ins; and a great variety of outreach programs whereby services or materials or both are provided on a regular basis outside of library buildings. Some not so common access programs are: Borrow by Mail (our partner rural systems in the Pioneer Library System have strong mail order catalog programs for rural patrons); Books to People - the library provides materials for display and loan to organizations for specific occasions; Operation Bullseye - specialized library materials are mailed unsolicited to people with requests for comments or review; and special programs for deaf children. The Monroe County Library System publishes and distributes a directory of library services to seniors and shut-ins, organized on a district basis.

LIBRARY MATERIALS AND ACCESS

COOPERATIVE ACQUISITIONS OPPORTUNITIES

Dr. Perry comments on the need for libraries to share their resources through cooperative selection programs. The establishment of regional library systems in New York State, notably the reference and research resource systems, affords a golden opportunity to all types of research-oriented libraries to spread their materials' dollars further through cooperative acquisitions planning with other libraries in the region. Such cooperative planning and implementation is time-consuming, but could be well worth the effort, considering the strong regional

inter-library loan programs now operating throughout New York State. The Regent's omnibus library bill, mentioned earlier and under consideration by the 1978 State Legislature, could encourage in its grants provisions for more cooperative acquisitions planning.

COMPUTERIZED INFORMATION SERVICES

Dr. Perry discusses the computer briefly, but does not indicate much promise for it in the information area. The State Library currently is providing a limited number of free searches of computerized data banks in a number of important subject areas to public library system patrons in New York State. The major argument within the library profession at this time is whether such relatively expensive literature search services should be offered free or on a fee basis. If offered on a fee basis, only those with good incomes or who are supported by an organization would have true access. The so called "information poor" may be denied such services.

The Monroe County Library System introduced in 1974 its first Human Services Directory, a computerized "catalog" of nearly two hundred human services, organized in an encyclopedic fashion that provides detailed information on the service programs of hundreds of agencies. Now in its tenth edition, the directory is available at the Central Library and in all 36 community libraries; over 300 copies are provided via subscription to all types of organizations in Monroe County. It constitutes a major breakthrough in the computerization of an important public information service.

MICROFORMS

Dr. Perry discusses the use of microforms as an important adjunct to the normal print collections of research libraries. Many libraries

are turning to microform editions, not only as space savers, but also to expedite the collecting process. For example, the Rochester Public Library subscribes to the annual reports of major U. S. corporations in microform edition and is entering a subscription for college catalogs in the same format. Back files of newspapers and periodicals may be filled in through microform purchase.

IMPACT OF THEFTS OF LIBRARY MATERIALS

Dr. Perry discusses this real threat to accessibility on p. 10 of her paper. In addition to the installation of detection systems mentioned by her, another important new major development in this area is the mini-computerized circulation control system now being explored by library systems. The installation of such a system would not only be a great time and labor saver for libraries, but it would enable them to institute very strong controls against delinquent library users.

BETTER BUILDINGS FOR BETTER ACCESS

The physical appearance of libraries and the types of equipment and facilities provided in them are significant factors in considering quality of access offered by them to their publics. The Monroe County Library System provides an important consultant service in this area to all of its member libraries. The Building Planning Consultant has been working with a great majority of our member libraries in improving the quality of planning for new or enlarged facilities and enables each of the planning libraries to learn from the experiences of the others who have completed their projects. During 1978, MCLS will establish a new record of achieving six new facilities in one calendar year.

ACCESS TO PUBLIC AND PRIVATE RECORDS

I read with great interest Dr. Perry's comments on access to public records. I agree with her that the problem has been neglected and that the entire field is in a state of chaos. I also believe that her recommendations should be carefully considered by State officials and implemented to the greatest degree possible. I do not share her views that the removal of the entire State Library system from the State Education Department and placing it under a new Department of Records and Information Services is the best solution for improved library services to the people of New York State. I believe that the public records problems and the library service problem have some close relationships and that the solutions to both should be coordinated to the greatest degree possible, but I do not believe that library service would prosper in the type of setting that she suggests.

SUGGESTED READINGS DEALING WITH ACCESS ISSUES

Commissioner of Education's Committee on Library Development Report Albany, State Education Department - 1970 User Access to Library Services, pp. 17-18 Intermediate Libraries, pp. 18-19 Networks, pp. 19-23.

Commissioner of Education's Committee on Direct Access Report Albany, State Education Department - 1974 Recommendations, pp. 23-26 Looking Ahead, p. 27.

Bob Murray L. - Access to Libraries and Information Services. Not published, but available for the Governor's Conference, 1978. Mr. Bob's comments on the access subject, with particular references to the above two reports.

NEW YORK LIBRARIES INTER-SYSTEM BORROWING (NYLIB) COOPERATIVE

POLICIES AND PROCEDURES FOR STATEWIDE RECIPROCAL BORROWING AND RETURN PROGRAM

April 1, 1978

WHY INTER-SYSTEM RECIPROCAL BORROWING?

There are three important reasons why the New York Libraries Inter-System Borrowing (NYLIB) Cooperative of 16 public library systems is being launched April 1, 1978:

1. With the establishment of the last of the 22 public library systems in New York State in 1962, every one of the 62 counties was served by a public library system. The trustees, librarians, and public officials who organized those systems succeeded in eliminating all arbitrary geographical/political barriers to library service within those 22 library districts. The only remaining barriers between the residents of New York State and library service are the public library system boundary lines that often fail to relate to the normal travel patterns of New York State library patrons. The purpose of this reciprocal borrowing cooperative is to eliminate the impact of this last barrier - the library system boundaries.

2. The State of New York now contributes about $30 million annually to public library systems and their member libraries - the largest sum appropriated by any state in the United States. In recognition of this substantial aid from the taxpayers of New York State, the boards of trustees of the library systems and their member libraries who have jointed NYLIB wish to express their thanks to the state taxpayers by offering a barrier-free statewide library service.

3. A fore-runner of NYLIB, the Western New York Reciprocal Borrowing Cooperative, consisting of 4 systems (Chemung-Southern Tier, Nioga, Onondaga, and Pioneer) serving 14 counties has been working satisfactorily since 1965.. It served as the catalyst for NYLIB.

NYLIB POLICIES

WHO IS ELIGIBLE FOR RECIPROCAL BORROWING PRIVILEGES?

Since NYLIB is a cooperative, formed by 16 of the State's 22 public library systems, all participating libraries have agreed to extend reciprocal borrowing and return privileges to any person possessing a library card from any of the following participating public library systems:

CHAUTAUQUA-CATTARAUGUS	MID-YORK	ONONDAGA
CHEMUNG-SOUTHERN TIER	MOHAWK VALLEY	PIONEER
CLINTON-ESSEX-FRANKLIN	NEW YORK	QUEENS BOROUGH
FINGER LAKES	NIOGA	SOUTHERN ADIRONDACK
FOUR COUNTY	NORTH COUNTRY	UPPER HUDSON
MID-HUDSON		

There are 491 member libraries in the participating systems; only 37 of those member libraries have declined to participate in NYLIB. Because of the very small number of libraries so opting, the participating systems have agreed to extend the reciprocal borrowing and return privileges to persons holding library system cards issued by those non-participating member libraries.

Persons holding library system cards from the six non-participating library systems will not be served. Several invitations have been extended to those systems to join NYLIB, but for various reasons the invitations have not yet been accepted. It is NYLIB's hope that they will join at a later date to make the cooperative 100% statewide. The non-participating systems are: Brooklyn, Buffalo and Erie, Nassau, Ramapo Catskill (serving Orange, Rockland, Sullivan and the south half of Ulster counties), Suffolk and Westchester.

INTER-LIBRARY LOAN SERVICE IS NOT OFFERED BY NYLIB

The NYLIB participating systems have decided not to offer inter-library loan service to out-of-system patrons at this time, but individual systems and/or member libraries may offer it as an optional service if they desire.

MATERIALS ELIGIBLE FOR RECIPROCAL LOAN

The NYLIB participating systems have agreed to limit the inter-system borrowing privileges to print materials at this time. That includes whatever type of print materials each member library loans to its own patrons: hard cover books, paperbacks, pamphlets, documents, and periodicals. Excluded from NYLIB's eligible materials are all types of non-print materials. Again, participating systems and/or their member libraries may extend the privilege of reciprocal borrowing to some non-print materials if they so wish.

The NYLIB participating systems have agreed to reimburse their member libraries for materials lent to, but not returned by out-of-system borrowers.

RETURN OF MATERIALS TO OUT-OF-SYSTEM HOME LIBRARIES

Each participating system will establish procedures for return of materials to out-of-system owning libraries, either directly by its member libraries or via the library system.

HSH/bk

NYLIB'S PARTICIPATING SYSTEMS:
NUMBER OF MEMBER LIBRARIES AND
NAMES OF THOSE NOT PARTICIPATING

March 1978

CHAUTAUQUA-CATTARAUGUS LIBRARY SYSTEM - 33

Cattaraugus County: Allegany
Cattaraugus
Randolph
Chautauqua County: Clymer-French Creek
Dunkirk
Mayville

CHEMUNG-SOUTHERN TIER LIBRARY SYSTEM - 35

100% participation

CLINTON-ESSEX-FRANKLIN LIBRARY SYSTEM - 26

Essex County: Keene
Franklin County: Tupper Lake

FINGER LAKES LIBRARY SYSTEM - 28

Cayuga County: Auburn
Moravia
Cortland County: Cortland
Homer
Seneca County: Seneca Falls
Tioga County: Nichols
Owego

FOUR COUNTY LIBRARY SYSTEM - 43

Broome County: Endicott
Delaware County: Fleischmanns
Otsego County: Oneonta

MID-HUDSON LIBRARY SYSTEM - 60

Columbia County: Claverack Free
Philmont
Greene County: Cairo Public
Haines Falls
Putnam County: Brewster
Cold Spring
Ulster County: Kingston Area
Phoenicia
Pine Hill
Woodstock

MID-YORK LIBRARY SYSTEM - 38

Polling member libraries

MOHAWK VALLEY LIBRARY SYSTEM - 13

100% participation

NEW YORK PUBLIC LIBRARY - 0

Has no member libraries

NIOGA LIBRARY SYSTEM - 19

100% participation

NORTH COUNTY LIBRARY SYSTEM - 61

Jefferson County: Antwerp
Cape Vincent
Chaumont
Henderson
Watertown
Lewis County: Martinsburg
Turin
Oswego County: Central Square

ONONDAGA LIBRARY SYSTEM - 20

100% participation

PIONEER LIBRARY SYSTEM - 60

100% participation

QUEENS BOROUGH LIBRARY - 0

Has no member libraries

SOUTHERN ADIRONDACK LIBRARY SYSTEM - 28

100% participation

UPPER HUDSON LIBRARY SYSTEM -25

Albany County: Ravena

TOTALS: 489 member libraries
2 NYC libraries
491

37 declinations noted
1 still polling

LIST OF COUNTIES INCLUDED IN NYLIB:

53.5

County	System
Albany	Upper Hudson
Allegany	Chemung-Southern Tier
Bronx	New York
Broome	Four County
Cattaraugus	Chautauqua-Cattaraugus
Cayuga	Finger Lakes
Chautauqua	Chautauqua-Cattaraugus
Chemung	Chemung-Southern Tier
Chenango	Four County
Clinton	Clinton-Essex-Franklin
Columbia	Mid-Hudson
Cortland	Finger-Lakes
Delaware	Four County
Dutchess	Mid-Hudson
Essex	Clinton-Essex-Franklin
Franklin	Clinton-Essex-Franklin
Fulton	Mohawk Valley
Genesee	Nioga
Greene	Mid-Hudson
Hamilton	Southern Adirondack
Herkimer	Mid-York
Jefferson	North Country
Lewis	North Country
Livingston	Pioneer
Madison	Mid-York
Monroe	Pioneer
Montgomery	Mohawk Valley
New York	New York
Niagara	Nioga
Oneida	Mid-York
Onondaga	Onondaga
Ontario	Pioneer
Orleans	Nioga
Oswego	North Country
Otsego	Four County
Putnam	Mid-Hudson
Queens	Queens Borough
Rensselaer	Upper Hudson
Richmond	New York
St. Lawrence	North Country
Saratoga	Southern Adirondack
Schenectady	Mohawk Valley
Schoharie	Mohawk Valley
Schuyler	Chemung-Southern Tier
Seneca	Finger Lakes
Steuben	Chemung-Southern Tier
Tioga	Finger Lakes
Tompkins	Finger Lakes
Ulster (Northern Half)	Mid-Hudson
Warren	Southern Adirondack
Washington	Southern Adirondack
Wayne	Pioneer
Wyoming	Pioneer
Yates	Chemung-Southern Tier

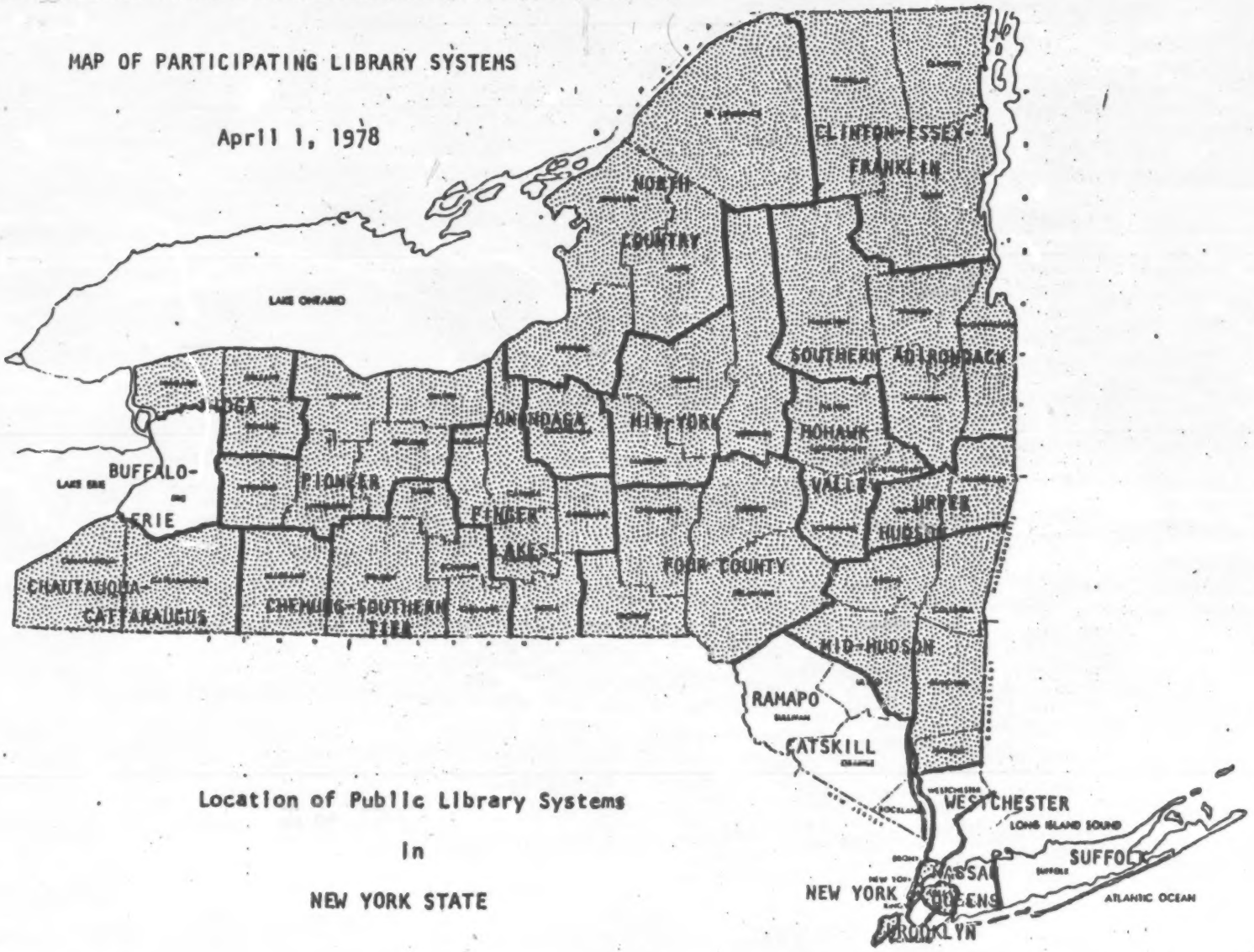
LIST OF COUNTIES NOT INCLUDED IN NYLIB:

County	System
Erie	Buffalo & Erie
Kings	Brooklyn
Nassau	Nassau
Orange	Ramapo Catskill
Rockland	Ramapo Catskill
Suffolk	Suffolk
Sullivan	Ramapo Catskill
Ulster (Southern Half)	Ramapo Catskill
Westchester	Westchester

NEW YORK LIBRARIES INTER-SYSTEM BORROWING (NYLIB) COOPERATIVE

MAP OF PARTICIPATING LIBRARY SYSTEMS

April 1, 1978



Location of Public Library Systems

In

NEW YORK STATE

Harold S. Hacker was educated at Canisius College and the University of Buffalo. He has been Director of the Rochester Public Library and the Monroe County Library System since 1954, and prior to that was affiliated with the Grosvenor Library, Buffalo, the Buffalo Public Library and the Erie County Public Library.